

How Temperature Checks Keep You Safe

Frequently Asked Questions

Why are guests and employees being screened for fevers?

The most common symptoms of COVID-19 are fever, cough and difficulty breathing. Since over 90% of COVID-19 patients exhibit a fever during their illness, screening guests and employees for elevated temperatures is an effective way to identify people who are potentially infected with COVID-19.

What is the normal body temperature?

The average body temperature is 98.6 degrees Fahrenheit, but normal temperatures can range from 96.0 to 99.0 degrees. People's body temperatures can fluctuate during the day following a predictable pattern of being lower in the morning and higher in the evening. A fever occurs when the body temperature is 100.4 degrees or greater. Fevers are a natural response of the body to the presence of infection.

Can people spread the COVID-19 virus without having any symptoms?

According to the Centers for Disease Control and Prevention (CDC), a significant portion of individuals with coronavirus lack symptoms (asymptomatic) and even those who eventually develop symptoms (pre-symptomatic) can transmit the virus to others before showing symptoms.

Why are we checking for fevers if people can still spread the virus without having symptoms?

Checking temperatures is only the first step in the effort to prevent the spread of COVID-19 in the places people gather together. Social distancing, hand hygiene and the use of face masks are key to limiting the spread of the virus from people who are unaware they are infected.

How accurate are the no-touch thermometers?

When used correctly, infrared thermometers can effectively screen people for the presence of a fever. These are not diagnostic devices and are only intended to determine whether someone is above or below the 100.4 degree temperature cut-off.

If the no-touch thermometer is measuring the forehead skin, do I need to convert the result to the oral temperature?

The thermometer automatically calculates and displays the equivalent oral temperature.

What should I say to a guest or employee who is coughing and appears ill, but their temperature is normal?

The purpose of the screenings is only to check for fevers. You should not make medical assessments that could embarrass or invade the privacy of the person being screened. For example, a person could have a chronic lung disease or other issue that causes a cough or difficulty breathing.

A guest or employee has an elevated temperature but looks hot and flushed from standing in the sun. What should I do next?

All individuals with temperatures greater than 100.4 degrees should have their temperature repeated after cooling off in a shaded area for 15 to 20 minutes.

How often does the no-touch thermometer need to be cleaned?

The device should be sanitized periodically throughout the day. If the device accidentally touches a person's skin, you should stop and sanitize it before resuming temperature screenings.

A guest or employee refuses to remove their hat or other head covering to allow forehead temperature measurement. Is there an alternative site?

The infrared thermometer is designed to calculate the temperature from the forehead, but most devices are approved for measurement of the bare skin behind the ear.

Standard Operating Procedures for Temperature Screenings at Points of Entry

The following steps are to be followed by temperature testing personnel.

- Perform hand hygiene.
- Put on a face mask.
- Ask the guest or employee to also put on their face mask.
- Before taking the person's temperature, confirm that the device has been turned on and is in the correct mode of operation.
- Check that the person's forehead skin is dry and free of obstructions.
 - If the forehead is covered with hair, ask the person to push their hair out of the way.
 - If the skin on the person's forehead is wet or damp from perspiration, ask them to dry the skin. Care should be taken not to rub or irritate the skin since this can artificially elevate the skin temperature.
- Position the thermometer about two to three inches from the center of the forehead, just between the eyebrows.
- Activate the thermometer while holding the device steady during measurement. Movement will impact the temperature reading.
- Do not remove the device until a beep alerts you that the temperature has been acquired.
- Read the temperature on the display.
 - If the temperature is outside of the normal range of 96.0 to 99.0 degrees, reposition and repeat the temperature measurement.



- If the person's temperature is persistently 100.4 degrees or higher:
 - Repeat the temperature measurement after the person has been allowed to cool off in a shaded area for 15 to 20 minutes.
 - If the person's temperature continues to be greater than 100.4 degrees, they should be advised to seek medical attention.
- If the person's temperature is 100.3 degrees or less, they may proceed past the checkpoint.

Nothing is more important to us than you.

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